

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Bethany. How can I assist you? Hi, Bethany. My name is Keith Plants. I work with Surge Staffing in Wooster, Ohio. Uh, it's for the job at ADS. And I was told to call you guys within 30 days if I did not want you to automatically take money out of my check- Mm-hmm. ... for the insurance. I want to decline it at this moment. Okay. And then, um, can I just get the last four of your Social? 3188. And then what was your f- name again, I'm sorry? Keith Plants, P-L-A-N-T-S. Okay, give me one sec. For security purposes, can you verify your address and date of birth? Um, birthday is March 13th, '95, and my address is 1012 East Bowman, apartment C. Okay, and then what was that city and state, please? Wooster, Ohio, 44691. Okay. And then I have 330-601-7073 as your phone number, and your first and last name, 180, @gmail.com. Yeah, that's what you called. Yeah, 601, right? Okay. And then you said... Y- Yes, sir. And then you said you wanted to decline the coverage? Yeah. Okay. I went ahead and declined the auto-enrollment, so you won't be enrolled into anything. Thanks. I, I was gonna wait until, see if they hired me in or something here at, uh, ADS. Okay. I went ahead and, um, declined it, so you won't be enrolled either way. Thank you. Thank you. Have a nice day. All right, you too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Bethany. How can I assist you?

Speaker speaker_1: Hi, Bethany. My name is Keith Plants. I work with Surge Staffing in Wooster, Ohio. Uh, it's for the job at ADS. And I was told to call you guys within 30 days if I did not want you to automatically take money out of my check-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... for the insurance. I want to decline it at this moment.

Speaker speaker_0: Okay. And then, um, can I just get the last four of your Social?

Speaker speaker_1: 3188.

Speaker speaker_0: And then what was your f- name again, I'm sorry?

Speaker speaker_1: Keith Plants, P-L-A-N-T-S.

Speaker speaker_0: Okay, give me one sec. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Um, birthday is March 13th, '95, and my address is 1012 East Bowman, apartment C.

Speaker speaker_0: Okay, and then what was that city and state, please?

Speaker speaker_1: Wooster, Ohio, 44691.

Speaker speaker_0: Okay. And then I have 330-601-7073 as your phone number, and your first and last name, 180, @gmail.com.

Speaker speaker_1: Yeah, that's what you called. Yeah, 601, right?

Speaker speaker_0: Okay. And then you said... Y- Yes, sir. And then you said you wanted to decline the coverage?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. I went ahead and declined the auto-enrollment, so you won't be enrolled into anything.

Speaker speaker_1: Thanks. I, I was gonna wait until, see if they hired me in or something here at, uh, ADS.

Speaker speaker_0: Okay. I went ahead and, um, declined it, so you won't be enrolled either way.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: All right, you too. Bye.